Russell Hobbs®

INSTRUCTIONS AND WARRANTY

MODEL NO. RHEP5

DESCRIPTION: RUSSELL HOBBS 5L ELECTRIC PRESSURE COOKER

Congratulations on purchasing our Russell Hobbs Electric Pressure Cooker. Each unit is manufactured to ensure safety and reliability. Before using this appliance for the first time, please read the instruction manual carefully and keep it for future reference.

FEATURES OF THE RUSSELL HOBBS ELECTRIC PRESSURE COOKER

IMPORTANT SAFEGUARDS

When using any electrical appliance, basic safety precautions should always be followed including the following:

1. Please read the instructions carefully before using any appliance.
2. Always ensure that the voltage on the rating label corresponds to the mains voltage in your home.
3. Incorrect operation and improper use can damage the appliance and cause injury to the user.
4. The appliance is intended for household use only. Commercial use invalids the warranty and the supplier can not be held responsible for injury or damage caused when using the appliance for any other purpose than that intended.
5. Avoid any contact with moving parts.
6. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety**.**
7. Children should be supervised to ensure that they do not play with the appliance.
8. Check the power cord and plug regularly for any damage. If the cord or the plug is damaged, it must be replaced by the manufacturer or a qualified person in order to avoid an electrical hazard.
9. Do not use the appliance if it has been dropped or damaged in any way. In case of damage, take the unit in for examination and/or repair by an authorised service agent.
10. To reduce the risk of electric shock, do not immerse or expose the motor assembly, plug or the power cord to water or any other liquid.
11. Never immerse the unit in water or any other liquid for cleaning purposes.

12. Remove the plug from the socket by gripping the plug. Do not pull on the cord to disconnect the appliance from the mains. Always unplug the unit when not in use, before cleaning or when adding or removing parts.
13. The use of accessory attachments that are not recommended or supplied by the manufacturer may result in injuries, fire or electric shock.
14. A short cord is provided to reduce the hazards resulting from becoming entangled in or tripping over a longer cord.
15. Do not let the cord hang over the edge of a table or counter. Ensure that the cord is not in a position where it can be pulled on inadvertently.
16. Do not allow the cord to touch hot surfaces and do not place on or near a hot gas or electric burner or in a heated oven.
17. Do not use the appliance on a gas or electric cooking top or over or near an open flame.
18. Do not over fill the inner pot with food or water, see step number 2 under the section “How to use this cooker” below.
19. Do not damage the seal belt and do not replace it with any other rubber belt or tensile belt.
20. Do not move the steel ring in the lid with any tools or external forces. If the steel ring breaks off from the lid, please refrain from using the cooker and get authorised personnel to replace it with a new one.
21. Clean the filter regularly to keep the cooker clean.
22. DO NOT open the lid with any external force before the floating valve has sunk.
23. NEVER ad any additional weight on the Pressure Limiting Valve or replace the Pressure Limiting Valve with other objects.
24. DO NOT tuck a dishcloth around the contact between the lid and the outer pot to ensure the safety of the product.
25. The surface of contact between the inner pot and the electronics heater should always be in clean condition.
26. Do not use the inner pot to cook by using other heating sources.
27. Do not replace the inner pot with another container.
28. DO NOT put your hand or face near the steam releasing hole when the Pressure Limiting Valve is in an “Exhaust” position to release pressure.

29. If steam is released around the lid during the cooking process, please unplug the power supply immediately and get an authorised person to repair it. This is an abnormal situation.
30. When any of the following codes are displayed please see the possible problem or cause.

Indicator Code	Problems/Causes
E1	Open Circuit of the sensor
E2	Short Circuit of the sensor
E3	Overheating
E4	Signal switch Malfunction

31. Use of an extension cord with this appliance is not recommended. However, if it is necessary to use an extension lead, ensure that the lead is suited to the power consumption of the appliance to avoid overheating of the extension cord, appliance or plug point. Do not place the extension cord in a position where it can be pulled on by children or animals or tripped over.
32. This appliance is not suitable for outdoor use. Do not use this appliance for anything other than its intended use.
33. DO NOT carry the appliance by the power cord.
34. Do not leave this appliance unattended during use. Always unplug the unit when not in use or before cleaning.
35. Always operate the appliance on a smooth, even, stable surface. Do not place the unit on a hot surface.
36. Ensure that the switch is in the “Off” position after each use.
37. The manufacturer does not accept responsibility for any damage or injury caused by improper or incorrect use, or for repairs carried out by unauthorised personnel.
38. In case of technical problems, switch off the machine and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment or repair. Always insist on the use of original spare parts. Failure to comply with the above mentioned pre-cautions and instructions, could affect the safe operation of this machine.

PRODUCT FEATURES

Cooking with multiple functions, simple and convenient in operation

1. It possesses multiple functions such as cooking, stewing, braising, simmering, etc.
2. Cooking will be automatically done by selecting/pressing the different buttons of the menu on the cooker. When the food is cooked, an alert tone will be heard and it will automatically turn into a “Keep Warm” state (manual control is not needed).
3. This cooker allows the user to choose the period of Pressurise Cooking Time (0-99 minutes) according to one’s taste and needs if the user does not want to use the pre-set Menu on the Control Panel.
4. It has a timer which allows the user to pre-set the cooking time for up to 24 hours. When the timer is set, the countdown will start. By the end of the countdown, the cooker will start to heat up.
5. The pressure cooker has its own memory. Whenever there are interruptions such as power failure, it will automatically continue/resume the sequences of cooking process when the power supply is available again.

Rapid cooking, Time and Power Saving

1. By using high pressure (high temperature) to cook, food will be rapidly cooked. This will in turn reduce the consumption of time and power.
2. When cooking rice, this pressure cooker will save electricity up to 20% and save time up to 15% when comparison is made between it and a conventional rice cooker.
3. When cooking porridge, stew, soup or braising meat, this cooker will save more than 40% of power as compared to a conventional cooker.

Preserve nutrients, promote healthy food

1. Airtight cooking methods preserve nutrients and the original taste of food.
2. Cooking under 110°C to 115°C high temperature, the bacteria in the food will be eliminated and the nutrients and tastiness of the food preserved.
3. A clean ambiance/environment is preserved as overflow can be avoided and the steam will not escape from this cooker when it is used for simmering and for making stew.

Advanced Structure Design, Safety ensured

1. Lid Safety Device

There will be no pressure induced if the lid is not properly closed. When the cooker is pressurised internally, the lid cannot be opened.

2. Pressure Limiting Device

When the pressure controlling device malfunctions, pressure exceeds the maximum working pressure and approaches the allowed pressure threshold, the pressure limiting valve will discharge the steam in the cooker to maintain the pressure.

-Once food is cooked, turn the pressure limiting device to release the pressure and wait until the floater drops before you open the lid.

-For liquid foods (i.e. porridge), the pressure limiting valve cannot be moved to "Exhaust" position to release the pressure. This is to avoid the fluid of the food to spill out from the vent holes. The user should wait for the temperature to drop down and the floater to sink before serving the food.

3. Pressure Discharging Device

When the Pressure Discharging Device fails, the pressure in the cooker will rise until the maximum allowable threshold and the Pressure Limiting Device will function to discharge the pressurised steam around the lid to ensure no explosion will occur.

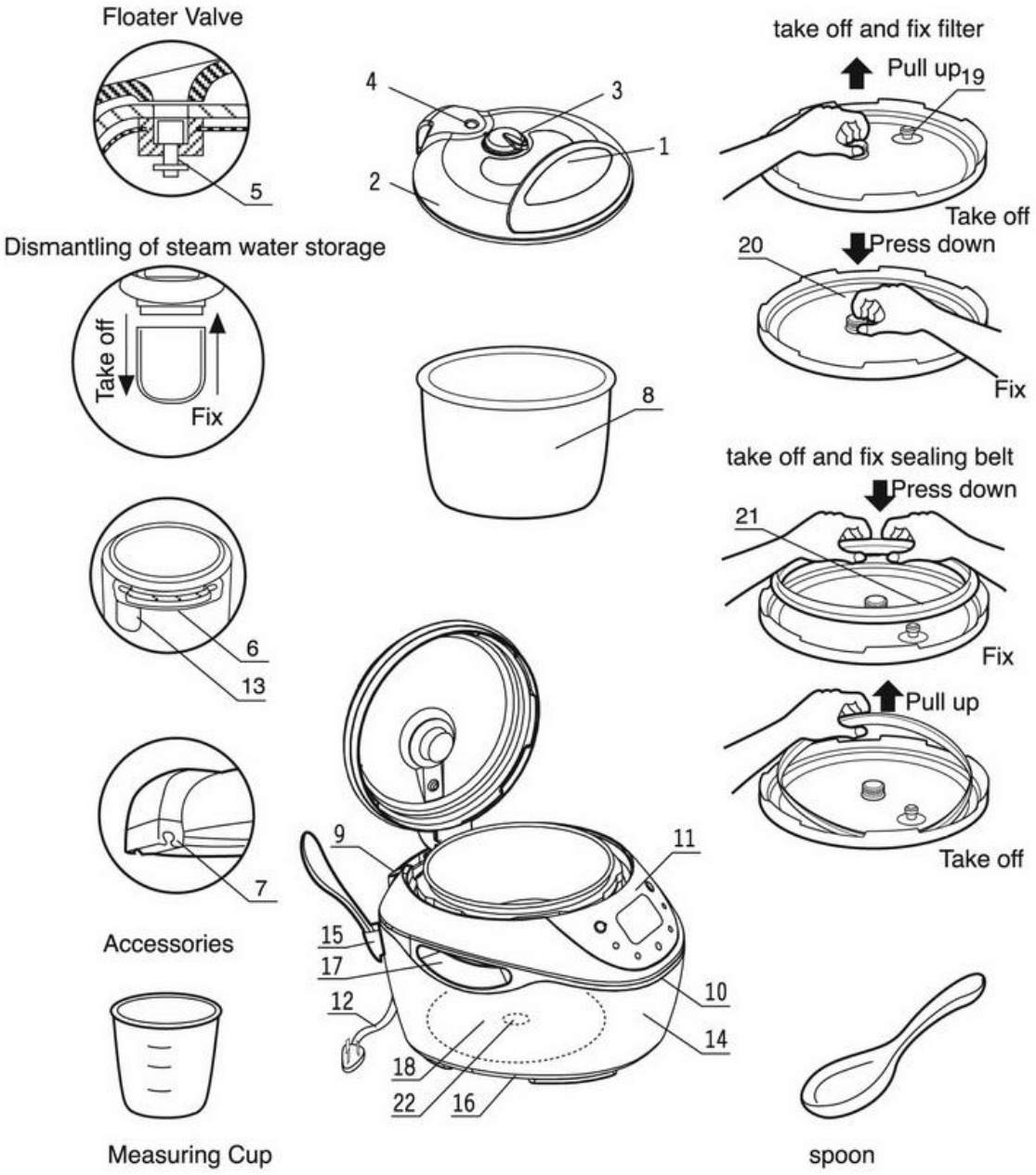
4. Temperature Limiting Device

When the cooker is empty or reaching a threshold temperature, this device will automatically turn off the power supply.

5. Threshold Temperature Safety Device

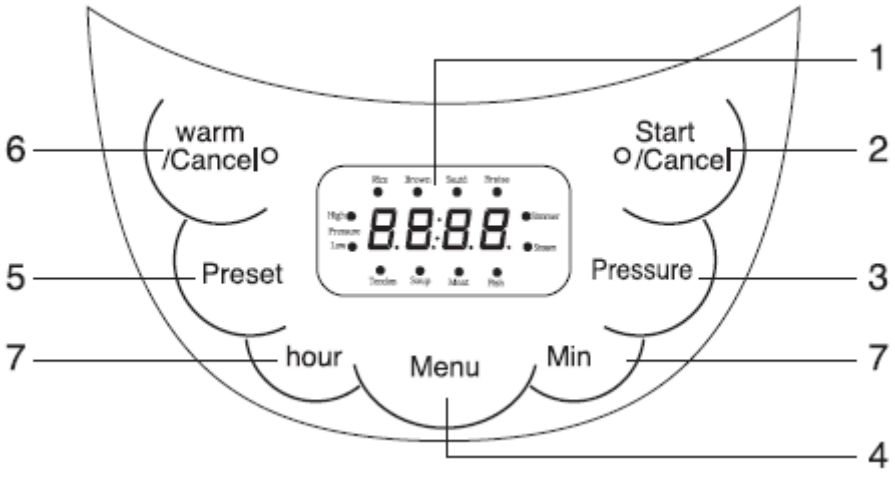
When the cooker's inner temperature reaches the maximum allowable threshold temperature. Power supply will be automatically turned off.

PARTS DIAGRAM



1.Handle
2.Lid
3.Pressure Limiting Valve
4.Floating Valve
5.Floater
6.Slide way
7.Sliding Valve
8.Inner Pot
9. Outer Pot
10. Upper Body
11. Control Panel
12. Power Cable
13. Steam Water Storage
14. Body Cover/Structure
15. Spoon/Ladle Holder
16. Lower Body
17. Side Handle
18. Heater Plate
19. Sealant Washer for Floating Valve
20. Filter
21. Seal Belt
22. Sensor

OPERATING INSTRUCTIONS



1. LCD
    a) When not in cooking operation, the LCD displays 00:00.
    b) When in cooking operation, the LCD will display the time of the selected at first and then start counting down (not showing the countdown).
2. “Start/Cancel” button

Once the power is on, select your preferred setting and press “start/cancel” button, it will flash and start the heating process. If you press the “start/cancel” again, the cooker will go into standby mode.

3. “Pressure” button

You can adjust the pressure cooking time yourself, press the “pressure” button, and press the “min” button to set the cooking time, pressure “start/cancel” button to activate it.

4. “Menu” button

Press the “Menu” button, the word “Rice” will flash, continuously press the button in a clockwise direction until you reach your required menu. Press “Start” button to confirm your menu setting.

5. “Preset” button

Press the “Preset” button first, and then press “hour” or “min” to set the amount of time you would like to delay the cooking process by. Press “Start/Cancel” button to activate the function (see below).

6. “Keep warm/Cancel” button

a) Once the cooking is over, it will automatically go into a “keep warm” mode. An orange light will be seen.
b) Under standby mode, by pressing the “keep warm/cancel” button, it will go into the “keep warm” mode too.
c) Under the “keep warm” mode, by pressing the “keep warm/cancel”, it will turn the “keep warm” mode off and change into the standby state.

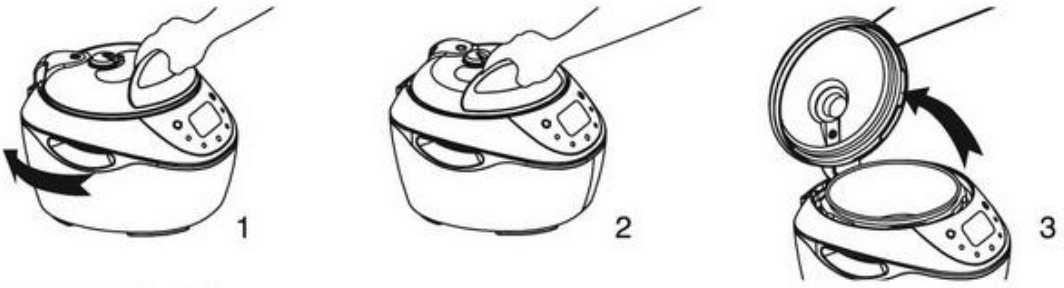
7. “hour” and “minute” button

One can use the “hour” and “min” button to set the preset time and clock and the “min” can be used to set the pressure cooking time (see below).

LID OPENING, CLOSING, DISMANTLING/DISASSEMBLING AND INSTALLING METHODS

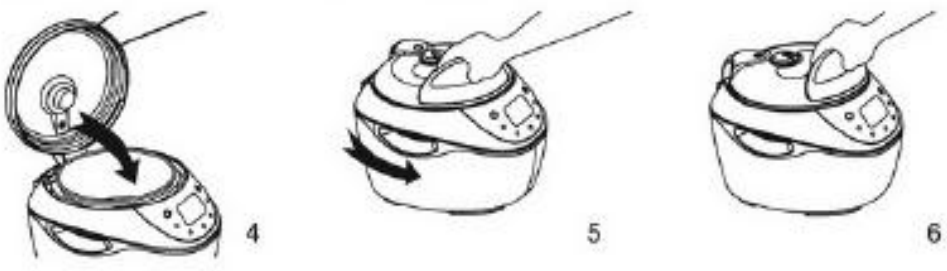
1. How to open the lid

When the lid of the cooker is in the Closed Lid position (Figure 1), hold the Handle and turn it in a clockwise direction until you reach the Opened Lid position (Figure 2). Lastly, hold the Handle and pull it backwardly until the Lid is in vertical position.



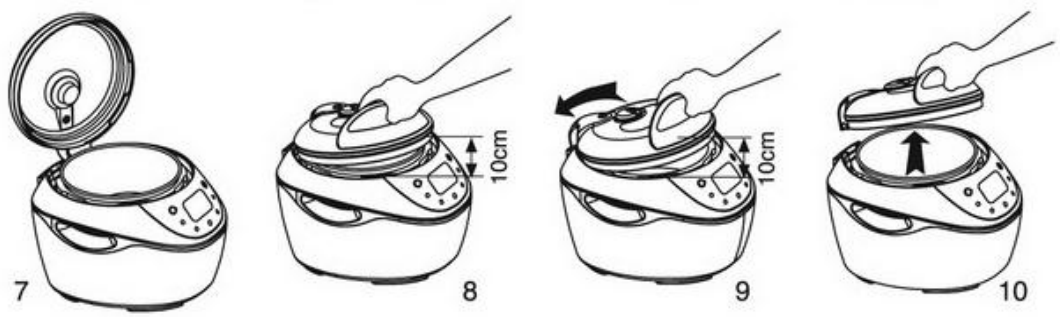
2. How to close the lid

When the lid of the cooker is in a vertical position (Figure 4), hold the handle and close it downward at the Opened Lid position (Figure 5). After that, turn it in an anti-clockwise direction until you reach the Closed Lid position (Figure 6).



3. How to dismantle the lid

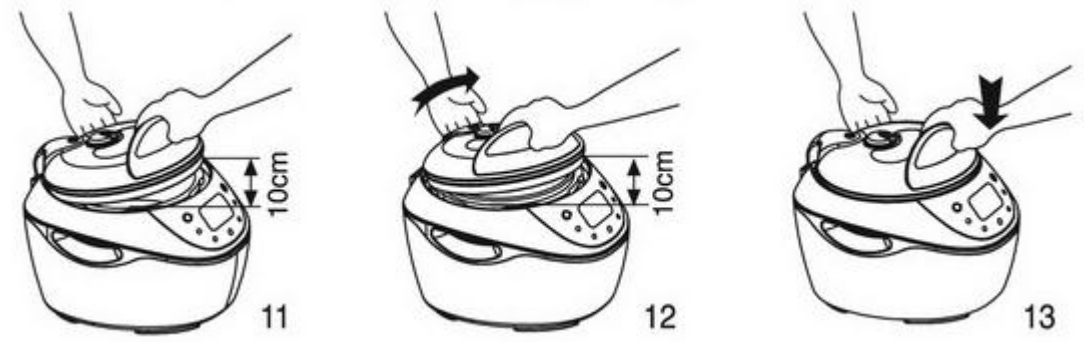
When the lid of the cooker is in vertical position (Figure 7), hold the lid with both hands, and adjust the height between the lid and the upper edge of the cooker to around 10cm (Figure 8). Then, turn it in an anti-clockwise direction until you reach the Closed Lid position (Figure 9) and in order to totally dismantle the lid, one needs to move the lid in an upward direction (Figure 10).



*In the process of turning the lid, please ensure that the height between the lid and the upper edge of the cooker is always 10cm. This is to smoothen the turning and removing process.

4. How to install the lid

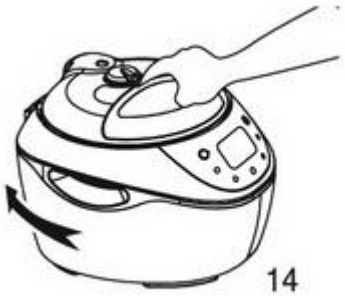
Hold the Lid with both hands at the Closed Lid position and pull it upwardly in a slanting fashion which lead to a height of 10cm between the lid and the upper edge of the cooker (Figure 11). Buckle the Lid's Sliding Valve to the cooker's Slideway and turn it in a clockwise direction until you reach the Opened Lid position (Figure 12). The Lid will be installed when one puts down the Lid to a horizontal position (Figure 13).



*In the process of turning the Lid, please ensure that the height between the Lid (2) and the upper edge of the cooker is always 10cm. This is to smoothen the turning and removing process.

HOW TO USE THIS COOKER

1. To open the Lid, hold the handle and turn it in a clockwise direction until you reach the Opened Lid position. Then, pull the Lid upwardly to a vertical position (Figure 14 & 15).



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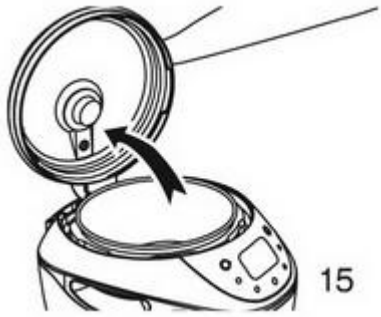

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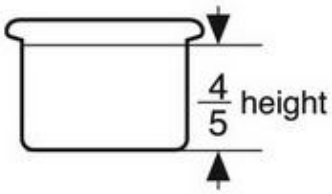
2. Then, take the inner pot and place food and water into the inner pot. The amount of water and food should not exceed 4/5 of the height of the inner pot. For food that will expand in water, the level should not exceed 3/5 of the inner pot. The minimum allowable water level would be 1/5 of the inner pot (Figure 16,17,18).



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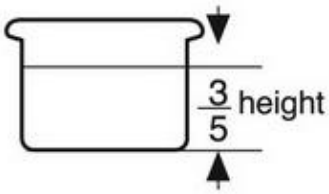

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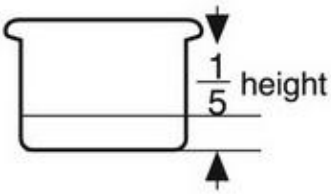

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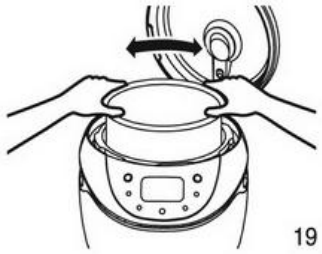
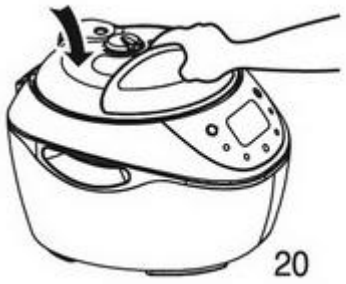
*In the case of cooking rice, the maximum amount that may be cooked is 10 cups.

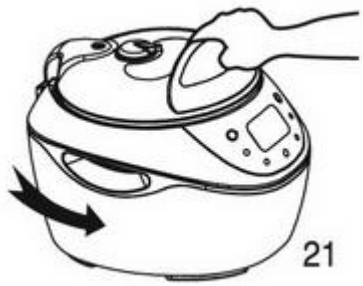
3. Next, clean the outer surface of the inner pot and the surface of the heater before putting the inner pot into the outer pot. Do not place any material on the surface of the heater and inside the outer pot. Turn the inner pot left and right to ensure a firm contact between the inner pot and the heater. (Figure 19).



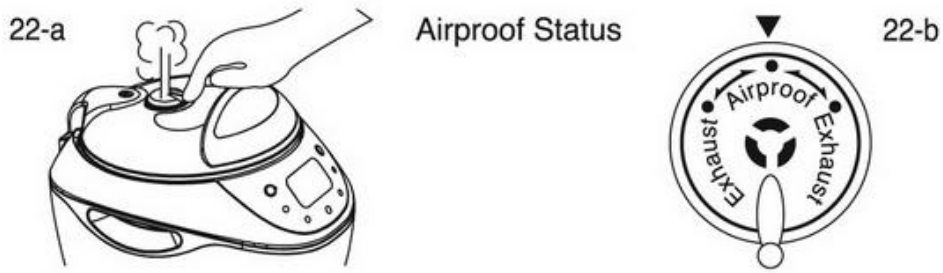
4. Closing the lid.

- Make sure that the seal belt is fitted onto the inner part of the lid.
- Move the seal belt which is inside the lid to ensure that it is evenly fitted into the track.
- Hold the lid handle and turn it to the opened lid position. Then, in a anti-clockwise direction, turn it to the closed lid position and a clamping sound is heard (Figure 20 & 21).





5. Before you begin cooking adjust the pressure limiting valve to “Airtight” (airproof) position. You will notice that the floating valve is dropped, as the pressure inside the cooker increases, the floating valve rises. The floating valve sinks again when the heating process is over and once you have released the pressure inside by turning the pressure limiting valve to an “Exhaust” position. (Figure 22-a & 22-b).



6. Put the main power on, the cooking function menu and time will display, press “menu” to select the required function (functions switch clockwise), it will flash.
7. Press the “Start” button and it will light up, the cooking menu indicator will stop flashing.

COOKING MENUS

Rice:

- set the pressure regulator on "Airtight" position.
- press "Menu" button to choose rice function, the default cooking time is 12 minutes.
- press "Start" button to confirm it, it will start heating.
- The maximum amount that may be cooked is 10 cups.

Brown:

- set the pressure regulator on "Exhaust" position
- OR you may leave the lid open/up while browning
- press "Menu" button to select the brown function, press the "Start" button to confirm it, it will start heating, there is no cooking time for this function, the maximum browning time we set is 2 hours, and the temperature inside reaches around 120°C-140°C.

Braise:

- set the pressure regulator on "Exhaust" position
- OR you may leave the lid open/up while braising
- press "Menu" button to select the braise function
- press "Start" button to confirm it, it will start heating
- there is no cooking time for this function, the maximum braise time we set is 2 hours, and the temperature reaches around 130°C -160°C.

Sauté:

- set the pressure regulator on "Exhaust" position
- OR you may leave the lid open/up while in operation
- press "Menu" button to choose sauté function
- press the "Start" button to confirm it, it will start heating
- there is no cooking time for this function, the maximum sauté time we set is 2 hours, and the temperature inside reaches around 170°C.

Simmer:

- set the pressure regulator on "Exhaust" position
- OR you may leave the lid open/up while in operation
- press "Menu" button to choose simmer function, default simmer time is "01:00", press "hour" and "Min" to set to your preferred cooking time (maximum simmer time is 9:30)
- press the "Start" button to confirm it, it will start heating, the food temperature inside will be kept at around 95°C.

Steam:

- set the pressure regulator on "Exhaust" position
- press the "Menu" button to select the steam function
- default steam time is "00:01", you can press "Min" button to adjust the cooking time (maximum steam time is 99mins)
- press the "Start" button to confirm it, it will start heating up.

Cooking Tips for Steaming

Place the indicated amount of water into the inner cooking pot. The amount needed will vary according to the type and method of food being cooked. More time will be needed for tender/softer vegetables and less time for crispier vegetables.

Always cook with the lid closed and ensure the exhaust valve is always in the open position. For all food items start with 2 cups of water in the bottom of the inner cooking pot.

FOOD	WEIGHT	SLICING	COOKING TIME
Asparagus	240g	Whole	9-11 minutes
Broccoli/Zucchini	240g	35-50mm flowerets half lengthwise	11 minutes
Carrots	240g	6mm slices	15 minutes
Green beans	120g	Whole	8-9 minutes
Snow peas	120g	Whole	11 minutes
Potatoes	240g	Quarters	24 minutes
Chicken	240-450g	Similar size pieces	15-20 minutes
Scallops	Up to 500g	Season as desired	10-15 minutes

Fish Fillets	Up to 500g	Wrapped in a parcel	10-15 minutes
Whole fish	Up to 500g	Wrapped in a parcel	15-25 minutes

Fish:

- set the pressure regulator on "Airtight" position
- press the "Menu" button to select the fish function
- the default cooking time is 5 minutes
- press "Start" button to confirm it, it will start heating.

Meat:

- set the pressure regulator on "Airtight" position
- press the "Menu" button to select the meat function
- the default cooking time is 16 minutes
- press the "Start" button to confirm it, it will start heating.

Soup:

- set the pressure regulator on "Airtight" position
- press the "Menu" button to select the soup function
- the default cooking time is 25 minutes
- press the "Start" button to confirm it, it will start heating.

Tendon:

- set the pressure regulator on "Airtight" position
- press the "Menu" button to select the Tendon function
- the default cooking time is 33 minutes
- press the "Start" button to confirm it, it will start heating.

Low pressure:

- set the pressure regulator on "Airtight" position
- press the "Menu" button to select the low pressure function
- the default cooking time is 1 minute
- press "Min" button to adjust the cooking time if you wish (maximum cooking time is 99minutes, the pressure inside will be kept at 30-50kpa, that means the temperature inside is kept at around 106°C -109°C)
- press "Start" button to confirm it, it will start heating.

High pressure:

- set the pressure regulator on "Airtight" position
- press "Menu" button to select the high pressure function

- the default cooking time is 1 min
- press "Min" button to adjust the cooking time if you wish (maximum cooking time is 99mins, the pressure inside will be kept at 60-70kpa, that means the temperature inside is kept at around 112°C -114°C)
- press the "Start" button to confirm it, it will start heating.

Users can adjust the pressurised cooking time appropriately according to the type of food and according to one's preference.

- For liquid foods (i.e. porridge), the pressure limiting valve cannot be moved to "Exhaust" position to release the pressure. This is to avoid the fluid of the food to spill out from the vent holes. The user should wait for the temperature to drop down and the floater to sink before serving the food.
- Hold the handle and turn it in a clockwise direction until you reach the Opened Lid position, then pull the lid upwards to a vertical position. (Figure 2 & 3)

Tips for using the pressure cooker

FOOD	COOKING TIME IN MINUTES	PRESSURE FUNCTION
Chicken-whole/ breast/ thighs/ leg	24-28 / 5-6 / 9-12 / 8-10	High Pressure
Beef- pot roast / shanks / stew	35-40 / 25-30 / 10-14	High Pressure
Lamb- shanks / shoulder	25-30 / 20-25	High Pressure
Veal- shoulder / osso bucco	10 per shoulder / 40	High Pressure
Pork- chops / ribs / roast	9-11 / 18-22 / 40	High Pressure
Vegetables- broccoli / potatoes / beans / carrots	3-4 / 6-8 / 2-3 / 4-5	High Pressure
Rice- Arborio / white / soaked beans / lentils	6-8 / 7-8 / 28-35 / 6-8	High Pressure

PRE-SET TIMER FUNCTION

You can preset a timer for up to 24 hours.

1. Put the power on.
2. Press the "Preset ''

3. Press the “hour” button to adjust it to the required hour.
4. Press “minute” to adjust it to the required minute.
5. Press “menu” to select the type of food (i.e. Soup) menu.
6. Press “start”, the indicator screen shows the set time and will start the cooking process at the requested time.

OPTIONAL FUNCTION

1. Put the power on.
2. Select “Free Menu” by selecting the “Pressure” button and the required time.
3. Press the “minute” button to select your required time. Please note that the maximum time setting is 99 minutes. At this state the “hour” button is inactivated.
4. Press the “start” button and the heating process starts.

FAQ

Number	Situation	Causes	Solution
1	Difficulty in closing the lid	Seal Belt is not properly fitted	Fit in the Seal Belt properly
		Floating valve stuck on the bar	Push the bar lightly
2	Difficulty in opening the lid	Floating Valve has not sunk	Press the valve slightly with chopsticks
3	Steam leaking out around the lid	Seal Belt is not in place	Fit in the Seal Belt
		Dirty Seal Belt	Clean the Seal Belt
		Damaged Seal Belt	Replace the Seal Belt
		Lid is not closed tightly	Close the lid according to the instructions
4	Steam leakage from the Floating Valve	Dirty Seal Ring for Floating Valve	Clean the Seal Ring for Floating valve
		Damaged Seal Ring for Floating Valve	Replace the Seal Ring for Floating Valve
5	Floating Valve is not rising up	The amount of food and water is lower than the minimum level	Determine the amount of food according to the instructions
		Steam leakage around the lid or from Pressure Limiting Valve	Send the cooker to the Service center for checking purposes

CLEANING AND MAINTENANCE

- This appliance is for household use only and is not user-serviceable.
- Do not open or change any parts by yourself. Please refer to a qualified electrical service department or return to the supplier if servicing is necessary.
- Always remember to unplug the unit from the electrical outlet when not in use and before cleaning.
- Remove the steam water storage and wash it.
- The body of the appliance and the stand should be cleaned with a damp cloth. Do not let water enter the appliance.
- Do not use bleach or other abrasive substance or solvents to clean your appliance as it can be damaging to the finish.
- Clean the lid with water, including the seal belt, pressure limiting valve, filter, vent, floating valve and wipe them with a dishcloth.
- Wash the inner pot with a sponge or non-metallic soft brush, and wipe it with a dishcloth to make sure it is dry.
- Clean the Pressure limiting valve and the holes with a small brush to ensure steam is released out smoothly during the cooking process.
- To remove stubborn spots/marks, wipe the surfaces with a cloth slightly dampened in soapy water or mild non-abrasive cleaner. Rinse and dry a clean, dry, soft cloth.

STORING THE APPLIANCE

- Unplug the unit from the wall outlet and clean all the parts as instructed above. Ensure that all parts are dry before storing.
- Store the appliance in its box or in a clean, dry place.
- Never store the appliance while it is still wet or dirty.
- Never wrap the power cord around the appliance.

SERVICING THE APPLIANCE

There are no user serviceable parts in this appliance. If the unit is not operating correctly, please check the following:

- You have followed the instructions correctly

- That the unit has been wired correctly and that the wall socket is switched on.
- That the mains power supply is ON.
- That the plug is firmly in the mains socket.

If the appliance still does not work after checking the above:
- Consult the retailer for possible repair or replacement. If the retailer fails to resolve the problem and you need to return the appliance, make sure that:

- The unit is packed carefully back into its original packaging.
- Proof of purchase is attached.
- A reason is provided for why it is being returned.

If the supply cord is damaged, it must be replaced by the manufacturer or an authorised service agent, in order to avoid any hazard. If service becomes necessary within the warranty period, the appliance should be returned to an approved Tedelex Trading (Pty) Limited service centre. Servicing outside the warranty period is still available, but will, however, be chargeable.

TECHNICAL SPECIFICATIONS

Power: 900W

Capacity: 5L

Diameter: 22cm

Working Pressure: 0~70kPa

Maximum Pressure: 90kPa

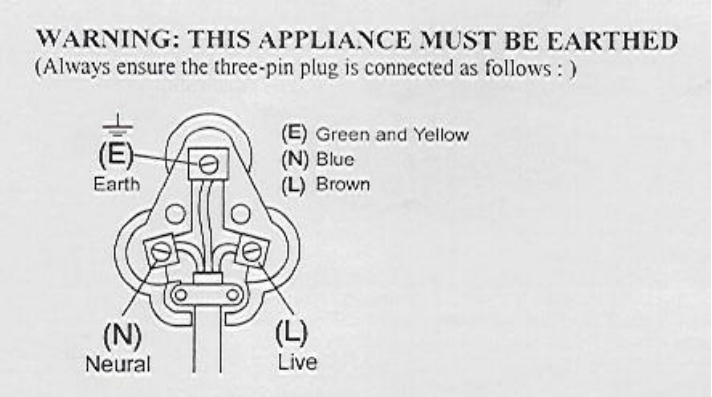
Keeping Warm Temperature: 60~80°C

Preset Timer: Up to 24Hours

CHANGING THE PLUG

Should the need arise to change the fitted plug, follow the instructions below.
This unit is designed to operate on the stated current only. Connecting to other power sources may damage the appliance. Connect a three-pin plug as follows:
The wires in this mains lead are coloured in accordance with the following code:

Green/Yellow = Earth
Blue = Neutral
Brown = Live



PLEASE AFFIX YOUR PROOF OF PURCHASE/RECEIPT HERE
IN THE EVENT OF A CLAIM UNDER WARRANTY THIS RECEIPT MUST BE PRODUCED.

W A R R A N T Y

1. Tedelex Trading (Pty) Limited ("Tedelex") warrants to the original purchaser of this product ("the customer") that this product will be free of defects in quality and workmanship which under normal personal, family or household use and purpose may manifest within a period of 1 (one) year from the date of purchase ("warranty period").

2. Where the customer has purchased a product and it breaks, is defective or does not work properly for the intended purpose, the customer must notify the supplier from whom the customer bought the product ("the supplier") thereof within the warranty period. Any claim in terms of this warranty must be supported by a proof of purchase. If proof of purchase is not available, then repair, and/or service charges may be payable by the customer to the supplier.

3. The faulty product must be taken to the supplier's service centre to exercise the warranty.

4. The supplier will refund, repair or exchange the product in terms of this warranty subject to legislative requirements. This warranty shall be valid only where the customer has not broken the product himself, or used the product for something that it is not supposed to be used for. The warranty does not include and will not be construed to cover products damaged as a result of disaster, misuse, tamper, abuse or any unauthorised modification or repair of the product.

5. This warranty will extend only to the product provided at the date of the purchase and not to any expendables attached or installed by the customer.

6. If the customer requests that the supplier repairs the product and the product breaks or fails to work properly within 3 (three) months of the repair and not as a result of misuse, tampering or modification by or on behalf of the customer, then the supplier may replace the product or pay a refund to the customer.

7. The customer may be responsible for certain costs where products returned are not in the original packaging, or if the packaging is damaged. This will be deducted from any refund paid to the customer.

TEDELEX TRADING (PTY) LTD (JOHANNESBURG)

JOHANNESBURG	TEL NO. (011) 490-9000
CAPE TOWN	TEL NO. (021) 552-5161
DURBAN	TEL NO. (031) 792-6000

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